



# CORE COMPETENCIES

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The Federal Bureau of Investigation (FBI) identifies the following Core Competencies as true indicators of skills necessary to be successful not only as a special agent, but in all roles at the FBI. These eight specialized traits represent the knowledge, skills, and abilities that all of our employees are expected to cultivate and apply to their important work in fulfilling our mission.

## Collaboration

As an employee with the FBI, you are expected to work with your team to develop ideas, solve problems, and achieve a common goal while leveraging each others' expertise and various perspectives. You should establish rapport with the community and internal FBI partners; maintain composure and display professionalism; and share information with others you deem appropriate when needed.

**Liaise** — Establish contacts and interact effectively with federal, state, and local agencies; government officials; the community; internal FBI contacts; and other organizations and agencies.

**Demonstrate Political Savvy** — Navigate effectively within the organization's social, political, and technological systems.

**Show Respect** — Interact with others in a courteous manner; display composure; firmly maintain position without becoming defensive; and confront others with tact.

**Share Information** — Express yourself concisely and clearly; use appropriate tone in conversation; present information in a well-organized manner; provide sufficient detail to ensure communication is understood; write in a clear, concise manner appropriate for the audience; and proactively identify who needs information and share when appropriate.

## Communication

Each day, and in any assignment or meeting, you should express your oral and written thoughts and ideas clearly, concisely, persuasively, and effectively. You should be able to interpret and understand verbal or written communications, tailor communications to the recipient experience, exposure, or expertise, and proactively share information with others when appropriate.

**Persuade** — Influence others to accept an idea or point of view; provide compelling reasons to accept a change or course of action.

**Listen and Interpret** — Understand and identify key spoken information; be sensitive to verbal and nonverbal cues from others; ask probing questions to collect additional information or clarify a message; respond appropriately to questions; and paraphrase what has been said to confirm understanding.

**Speak Clearly** — Express yourself concisely and clearly; use appropriate tone in conversation; present information in a well-organized manner; and provide sufficient detail to ensure communication is understood.

**Write Clearly** — Write in a clear, concise manner appropriate for the audience.

## Flexibility and Adaptability

As a part of the FBI, you are expected to adapt rapidly to changing circumstances, anticipate problems, and work proactively to solve them. You should also accept new direction eagerly and positively consider varying perspectives when offered.

**Adapt** — Adapt to unanticipated problems or conflicts; respond positively and productively to work challenges.

**Manage Change** — Respond positively to and successfully manage change at work; support organizational change in a positive and productive manner; and willingly accept new priorities, procedures, or goals.

## Initiative

In all capacities, you are expected to display a willingness to begin or participate in new projects, anticipate and plan for additional workloads, show interest and positivity despite setbacks, and eagerly accept or respond to problems or subsequent tasks.

**Be Proactive** — Take action in anticipation of future needs or opportunities; initiate activity to accomplish a task or goal; pursue participation in activities; and volunteer ideas, resources, or efforts.

**Develop Self** — Continually strive to develop skills and abilities; learn from others.

**Follow Through** — Persist at a task despite setbacks; plan for and accomplish follow-up activities necessary to accomplish goals.

## Interpersonal Ability

As an FBI employee, you are expected to maintain professionalism with others, establish and maintain rapport with management, colleagues, and subordinates, and recognize the necessity to show sensitivity to the differences in the needs and concerns of others. You should also have the ability to mediate concerns between individuals and groups, as well as settle disputes when needed.

**Establish Rapport** — Put others at ease; engage others in conversation; and express empathy and genuine interest.

**Be Sensitive to Differences** — Keep an open mind; understand and appreciate the opinions of others; see things from a different point of view.

**Resolve and Manage Conflict** — Successfully mediate concerns between individuals and groups while considering organizational objectives; develop agreements and settle disputes equitably; find common ground; and obtain cooperation with minimum disruption.

**Work with Others** — Collaborate to identify and achieve common goals.



## Leadership

Even if you are not in a leadership role, you should be able to motivate and inspire those around you, help to develop and mentor other teammates, and gain the respect, confidence, and loyalty of others. You must also be able to articulate a vision, give guidance when needed, and provide direction to accomplish goals.

**Mentor** — Recognize positive and negative performance in others; provide objective, direct, and timely feedback; and provide guidance to others on how to develop skills and abilities.

**Direct** — Take a leadership role with others; provide clear objectives and goals; demonstrate calm and confidence when dealing with others; and clearly articulate responsibilities.

**Inspire** — Motivate others to work toward a common goal or objective; influence others by articulating a vision.

**Presence** — Engender respect and loyalty from others by demonstrating credibility, professionalism, and integrity.

**Set Strategic Direction** — Conceptualize, develop and articulate the vision, strategy, and goals to set direction; integrate the vision into daily work activities.

## Organizing and Planning

In all of your responsibilities, you must be able to establish priorities, timetables, and goals; structure a plan of action for yourself and others; and develop both strategic and tactical plans.

**Plan** — Identify a goal and the resources necessary to achieve it by attending to detail; identify potential problems and ways to avoid or overcome them;

recognize consequences to actions; and establish necessary follow-up steps.

**Prioritize** — Determine the relative importance of tasks or goals; take time and effort in relation to task importance; use time and resources efficiently; and avoid being distracted by irrelevant issues.

## Problem Solving and Judgment

As an FBI employee, you must be able to critically evaluate conditions, events, and alternatives; identify problems, causes, and relationships; and base your decisions, objective opinions, or recommendations on data or sound reasoning.

**Identify Problems and Opportunities** — Recognize when and where problems and opportunities exist; determine the causes of problems; accurately define and understand the nature of a problem; and capitalize on opportunities to solve them together when possible.

**Make Decisions** — Solve problems effectively; use appropriate information in determining solutions to problems; and evaluate strengths and weaknesses of potential solutions to problems.

**Manage Risks** — Identify and mitigate risk; take calculated and innovative risks.

**Accept Responsibility** — Take ownership of problems and the need to solve them; weigh risks of potential solutions and determine if appropriate; make decisions in a timely manner; and defend decisions when challenged.

**Evaluate and Analyze** — Evaluate data, conditions, and events to support conclusions.